

Amendments to the Claims

1. (currently amended) A computer-based method for managing delivering performance interventions to agents in a contact center comprising:
delivering performance interventions to at least one of the agents in the contact center at a rate;
~~determining~~ predicting a state of the contact center; and
responsive to the ~~determining~~ predicting step, adjusting the rate of delivering performance interventions.
2. (currently amended) The computer-based method of Claim 1, further comprising setting a state level, ~~wherein the determining step comprises monitoring the state of the contact center, and~~
wherein the adjusting step comprises adjusting the rate of delivering performance interventions on the basis of the ~~monitored~~ predicted state in relation to the state level.
3. (currently amended) The computer-based method of Claim 2, wherein the adjusting step further comprises adjusting the rate of delivering performance interventions on the basis of deviation between the ~~monitored~~ predicted state and the state level.
4. (currently amended) The computer-based method of Claim 1, wherein ~~determining~~ predicting the state comprises receiving the a monitored state from a component of the contact center.
5. (original) The computer-based method of Claim 2, further comprising the steps of:
determining if the adjusted rate of delivering performance interventions is sufficient to meet an intervention delivery objective; and
if the adjusted rate of delivering performance interventions is insufficient to meet the intervention delivery objective, adjusting the state level.
6. (original) The computer-based method of Claim 5, wherein the intervention delivery objective comprises delivering training in advance of a target completion time.

7. (currently amended) The computer-based method of Claim 1, wherein the step of ~~determining~~ predicting the state of the contact center comprises predicting the state of the contact center within a defined interval of time.

8. (original) The computer-based method of Claim 7, wherein the defined interval of time is within twenty four hours of a current time.

9. (currently amended) The computer-based method of Claim 1, wherein predicting ~~determining~~ the state of the contact center comprises predicting ~~monitoring~~ a performance of the contact center, and wherein the adjusting step comprises reducing the rate of delivering performance interventions if the predicted ~~monitored~~ performance falls below a predetermined level.

10. (original) The computer-based method of Claim 9, wherein reducing the rate of delivering performance interventions comprises terminating a performance intervention prior to completing delivery of the performance intervention.

11. (currently amended) The computer-based method of Claim 1, wherein the step of ~~determining~~ predicting the state of the contact center comprises predicting ~~monitoring~~ contact volume or and handle time.

12. (currently amended) The computer-based method of Claim 1, wherein the step of ~~determining~~ predicting the state of the contact center comprises predicting ~~determining~~ a performance of the contact center.

13. (currently amended) The computer-based method of Claim 1, wherein the step of ~~determining~~ predicting the state of the contact center comprises ~~determining~~ predicting at least one of a service level, an abandonment rate, a hold time, and a call volume.

14. (original) The computer-based method of Claim 1, wherein the adjusting step further comprises increasing the rate of delivering performance interventions if the state is above a predetermined level and decreasing the rate of delivering performance interventions if the state is below the predetermined level.

15. (currently amended) The computer-based method of Claim 1, wherein the state of the contact center comprises performance of the contact center and wherein delivering performance interventions comprises delivering computer-based training.

16. (currently amended) The computer-based method of Claim 1, wherein ~~determining~~ predicting the state of the contact center comprises ~~determining~~ predicting a performance of the contact center, and wherein the adjusting step comprises increasing the rate of delivering performance interventions if the ~~determined~~ predicted performance is above a predetermined level.

17. (currently amended) A method for managing delivering performance interventions to agents in a contact center comprising:

- determining a state of the contact center;
- setting a state level for the contact center; and
- determining a number of performance interventions for delivery to the agents during an future increment of time on the basis of the state and the state level.

18. (original) The method of Claim 17, further comprising the steps of:
determining an agent performance for each of the agents; and
selecting certain agents from the agents to receive the performance interventions on the basis of the agent performances.

19. (original) The method of Claim 18, wherein determining the agent performances comprises ranking each agent, and wherein selecting certain agents further comprises selecting a first agent over a second agent if the first agent's rank indicates lower performance than the second agent's rank.

20. (currently amended) The method of Claim 17, wherein determining the number of performance interventions for delivery during an future increment of time further comprises:

- determining a first number if the state is above the state level; and
- determining a second number if the state is below the state level, wherein the first number is larger than the second number.

21. (original) The method of Claim 17, further comprising the steps of:
assigning a performance intervention to at least one of the agents in the contact center; and
selecting the at least one agent to receive the performance intervention on the basis of the assignment.

22. (original) The method of Claim 17, further comprising the steps of:
determining an agent parameter for at least one of the agents; and
selecting preferred agents from the at least one of the agents to receive the performance interventions on the basis of the agent parameter.

23. (currently amended) The method of Claim 22, wherein determining the state comprises predicting the state and the agent parameter comprises at least one of a performance intervention assignment and a metric of agent performance.

24. (original) A method for delivering performance interventions to agents in a contact center comprising:

delivering the performance interventions to at least one of the agents in the contact center at a current delivery rate;

identifying a time-sensitive performance intervention for delivery to at least one of the agents in advance of a time;

estimating if the time-sensitive performance intervention will be delivered in advance of the time based on the current delivery rate; and

if the estimating step indicates that the time-sensitive performance intervention will not be delivered in advance of the time, increasing the current delivery rate.

25. (currently amended) The method of Claim 24, further comprising the step of ~~receiving~~ predicting a state of the contact center.

26. (original) The method of Claim 25, wherein the state of the contact center comprises at least one of a performance of the contact center, a service level, an abandonment rate, a hold time, and a call volume.

27. (currently amended) A computer-based method for supplying performance interventions to agents in a contact center comprising:

providing performance interventions for delivery to at least one of the agents in the contact center at a rate;

receiving a state, comprising contact volume, of the contact center; and

responsive to receiving the state of the contact center, changing the rate of providing performance interventions.

28. (original) The computer-based method of Claim 27, wherein the performance interventions are provided to a training system or a workforce management component associated with the contact center.

29. (original) The computer-based method of Claim 27, further comprising the step of receiving a state level.

30. (original) The computer-based method of Claim 29, further comprising:
comparing the state level and the state of the contact center; and
changing the rate of providing performance interventions based on the comparison.

31. (currently amended) A method for managing agents in a contact center comprising:
receiving a first request for performance interventions to be delivered at a first rate;
responsive to the first request, delivering the performance interventions at a first rate; and
responsive to a change in a contact volume or a handle time state of the contact center, receiving
a second request for the performance interventions to be delivered at a second rate.

32. (currently amended) The method of Claim 31, further comprising the step of delivering
the performance interventions at a the second rate in response to the second request.

33. (original) The method of Claim 31, wherein the performance interventions are delivered
to the agents.

34. (original) The method of Claim 31, wherein the first request and the second request are
received from a component of the contact center.

35. (currently amended) A computer-readable medium having computer-executable instructions for performing the following steps:

- delivering performance interventions to an agent in a contact center at a rate;
- ~~determining~~ predicting a state of the contact center; and
- responsive to the ~~determining~~ predicting step, adjusting the rate of delivering performance interventions.

36. (original) The computer-readable medium of Claim 35, having computer-executable instructions for performing the following additional steps:

- setting a state level;
- comparing the state level to the state of the contact center; and
- adjusting the rate of delivering performance interventions based on the comparison of the state level and the state of the contact center.

37. (currently amended) The computer-readable medium of Claim 35, wherein the step of ~~determining~~ predicting the state of the contact center comprises ~~determining~~ predicting one of a service level, an abandonment rate, a hold time, and a call volume.